

1 **Amendment to the Claims**

2 **In the Claims:**

3 Please amend Claims 1, 10, 11 and 12 as follows:

4 1. (Currently Amended) A computer implemented method for including a software resource
5 as a participant within an online chat session conducted through a messaging service, comprising the
6 steps of:

7 (a) registering the software resource to indicate that it is available to participate in an
8 online chat session, when said software resource is executed;

9 (b) enabling a user who is participating in the online chat session to include the software
10 resource within a list of participants in the online chat session, the software resource then being
11 available to the user as a participant in the chat session in which the user is also participating;

12 (c) enabling the user to enter a plain language message within an online chat session user
13 interface;

14 (d) transmitting the plain language message to the software resource;

15 (e) parsing the plain language message received by the software resource;

16 (f) determining a plain language response to the message; and

17 (g) transmitting the plain language response from the software resource back to the user,
18 thus enabling the user to interact with the software resource as another participant in the online chat
19 session, by responding to the plain language message that was entered by the user.

20 2. (Original) The method of Claim 1, further comprising the step of enabling the user to
21 selectively direct the message to the software resource.

22 3. (Original) The method of Claim 1, further comprising the step of enabling the user to
23 selectively add another person as a participant in the online chat session, said other person also
24 receiving the plain language response from the software resource.

25 4. (Original) The method of Claim 1, wherein, if the software resource is unable to
26 determine a plain language response to the plain language message, the response is one of a nil
27 response and an indication that a response cannot be provided.

28 5. (Original) The method of Claim 1, further comprising the step of providing a graphic indication
29 that the software resource is online and available to participate in the online chat session as a participant.

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1 6. (Original) The method of Claim 1, wherein the plain language message comprises a query,
2 and the plain language response comprises data responsive to the query.

3 7. (Original) The method of Claim 1, wherein, for the user, the online chat session is
4 implemented by a messaging service program.

5 8. (Original) The method of Claim 1, wherein the step of registering comprises the step of
6 registering with a messaging service server through which the messaging service is implemented for
7 all participants in the online chat session, including the software resource.

8 9. (Original) The method of Claim 1, wherein the step of determining the plain language
10 response includes the step of employing the software resource to search through data accessible by
the software resource to find data provided in the plain language response.

11 10. (Currently Amended) A machine readable media medium having processor-executable
12 machine instructions for performing steps (b) – (d) as recited in Claim 1.

13 11. (Currently Amended) A machine readable media medium having processor-executable
14 machine instructions for performing steps (a) and (e) – (g) as recited in Claim 1.

15 12. (Currently Amended) A method for accessing information available through a software
16 resource during a messaging service session, comprising the steps of:

17 (a) indicating each participant in the messaging service session, at least one user of the
18 messaging service session and a software resource being included as a participant in the
19 messaging service session;

- 20 (b) enabling a user to enter a plain language query in the messaging service session;
21 (c) transmitting the plain language query to the software resource;
22 (d) parsing the plain language query at the software resource;
23 (e) automatically determining information responsive to the software plain language
query, using the software resource; and

24 (f) transmitting the information responsive to the software plain language query back to
25 the user, thus enabling the user to access information through the software resource, wherein the
26 software resource acts as a participant in the messaging service session by responding to the plain
27 language query entered by the user.

28 13. (Original) The method of Claim 12, wherein the software resource and all other
29 participants in the messaging service session are coupled in communication over a network.
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1 14. (Original) The method of Claim 12, further comprising the step of enabling the user to
2 selectively add the software resource to the messaging service session from a list of prospective
3 participants.

4 15. (Original) The method of Claim 12, further comprising the step of enabling the user to
5 selectively direct the plain language query to the software resource.

6 16. (Original) The method of Claim 12, wherein the software resource comprises a data
7 manager program that accesses a store of data to find the information responsive to the plain
8 language query transmitted from the user.

9 17. (Original) The method of Claim 12, further comprising the step of transmitting an
10 indication from the software resource to the user that information responsive to the plain language
11 query could not be provided.

12 18. (Original) The method of Claim 12, further comprising the step of providing an
13 indication to a user when the software resource is unavailable to participate in a messaging service
14 session.

15 19. (Original) The method of Claim 12, wherein the information provided by the software
16 resource includes a network address at which data responsive to the query are located.

17 20. (Original) The method of Claim 12, wherein a plurality of software resources are
18 included in a list of prospective participants in the messaging service session.

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1 21. (Previously Presented) A system for enabling a software resource to respond as a
2 conventional participant in a messaging service session implemented over a network, comprising:

3 (a) a messaging service server coupled to the network and programmed for implementing
4 registration of prospective instant message participants available to be added to a messaging service
5 session as participants;

6 (b) a user computing device coupled to the network and including a processor
7 programmed to:

8 (i) execute a messaging service session in which a user is a participant;

9 (ii) add a software resource as a participant in the messaging service session; and

10 (iii) enable a user to enter a plain language query for information to be obtained
11 from the software resource within the messaging service session; and

12 (c) a software resource computing device coupled to the network and programmed to:

13 (i) execute the software resource;

14 (ii) register the software resource with the messaging service server when the
15 software resource is available to participate in a messaging service session as a participant;

16 (iii) parse a plain language query received from the user during the messaging
17 service session;

18 (iv) access data with the software resource to find information responsive to the
19 plain language query; and

20 (v) transmit said information to the user computing device over the network, thus
21 enabling the user to interact with the software resource as another participant in the online chat
22 session, by enabling the software resource to respond to the plain language query entered by the user.

23 22. (Original) The system of Claim 21, wherein the software resource computing device
24 includes a data store from which the information is derived to respond to the plain language query
25 received during the messaging service session.

26 23. (Original) The system of Claim 21, wherein the user computing device includes a user
27 interface that enables a user to enter the plain language query into the messaging service session.

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1 24. (Original) The system of Claim 21, wherein the user computing device includes a display
2 on which the messaging service session is viewed, an image viewable during said messaging service
3 session including an indication of whether the software resource is available to participate in the
4 messaging service session.

5 25. (Original) The system of Claim 21, wherein the user computer device is programmed to
6 enable a user to selectively add the software resource as a participant in the messaging service
7 session.

8 26. (Previously Presented) Apparatus that enables a user to interact with a software resource
9 during a messaging service session, comprising:

10 (a) a network interface that connects to a network over which the messaging service
11 session is communicated;

12 (b) a display;

13 (c) a user input device;

14 (d) a memory in which a plurality of machine instructions are stored; and

15 (e) a processor coupled to the network interface, the display, the user input device, and the
16 memory, said processor executing the machine instructions, causing the processor to carry out a
17 plurality of functions, including:

18 (i) registering a user with a messaging service as being available to participate in a
19 messaging service session as a participant;

20 (ii) enabling a user to add one or more participants to a messaging service session,
21 at least one participant that is added comprising a software resource that is registered as being
22 available to participate in the messaging service session as a participant;

23 (iii) enabling a user to enter a plain language query with the user input device;

24 (iv) transmitting the plain language query over the network to each participant in
25 the messaging service session; and

26 (v) receiving a response over the network from a software resource responding to
27 the plain language query as a participant.

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1 27. (Previously Presented) Apparatus that enables a software resource to interact as a
2 participant during a messaging service session, comprising:

3 (a) a network interface that connects to a network over which the messaging service
4 session is communicated;

5 (b) a memory in which a plurality of machine instructions are stored; and

6 (c) a processor coupled to the network interface, and the memory, said processor
7 executing the machine instructions, causing the processor to carry out a plurality of functions,
8 including:

9 (i) registering the software resource with a messaging service as being available to
10 participate in a messaging service session as a participant;

11 (ii) parsing a plain language query received from a user during a messaging
12 service session in which the software resource has been added as a participant, the software resource
13 being enabled to receive and parse the plain language query;

14 (iii) finding data responsive to the plain language query; and

15 (iv) transmitting the data over the network to a user who entered the plain language
16 query.

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